

## **Long Distance**

### **Product Summary**

#### **Overview**

DTS works diligently to seek the best rates for long distance traffic over state paid phone lines. Currently, the contract is awarded to Qwest Communications for Long Distance services.

#### **Target customers**

Any state employee needing to make long distance calls.

### **Product Features**

<b>Long Distance Features</b>	
<b>Service</b>	<b>Description</b>
Directory Assistance	▪ Number look-up
InterLATA	▪ Long Distance service in a LATA that crosses state lines.
IntraLATA	▪ Long Distance service in the same state, in the same LATA
International Long Distance	▪ Ability to call internationally ▪ Available with management approval only
Calling Cards	▪ Ability to make long distance calls, charging them to another party. Eliminates the need to have currency on hand.
Collect Calls	▪ Calling a long-distance telephone number and the receiving party agrees to pay for the call.
Third Party Calls	▪ Ability to make a long-distance call, and have it charged to a third party.

### **Features Not Included**

<b>Long Distance Features Not Included</b>	
<b>Service</b>	<b>Description</b>
International Long Distance	▪ Ability to call internationally without manager approval
10-10 calls	• The ability to switch service using the 10-10 dialing plan.

### **Product and Service Benefits**

<b>Long Distance Benefits</b>
Enables you to provide services to and communicate easily with others who are outside your local calling area.
More than one possible way for billing. Charges may be assessed to telephone number making the call, to a credit card, to a third party, or collect.
Calls may be placed against a prepaid calling card.
Subscribers may make the decision to have long-distance capabilities blocked from their phone if so desired.

## Customer Support

ITS Customer Support
<i>24x7 problem submission via phone or web.</i>
<i>Problem priority evaluation based on importance of system, system degradation severity, and number of users affected.</i>
<i>Response to problem submission within two business hours for low and medium priorities, one business hour for high priorities, and, thirty business minutes for urgent priorities.</i>
<i>Normal business hour response 7:30am-5:30pm Monday through Friday.</i>
<i>Customer satisfaction input and satisfaction measures.</i>
<i>Customer Support measures and reports targeting resolution performance, escalation performance, and, outage reports.</i>

## Product Rates

Long Distance Rates		
Billable Item	One Time Charge	Monthly Charge
Usage		\$.04/min
Access Fee		\$1.00/mo.

## System Requirements

Hardware
<ul style="list-style-type: none"> <li>Subscribers may make long distance telephone calls from any telephone that does not have a long-distance block on it. The charges are charged to the telephone number where the call was made, unless the caller makes the call collect or bills to a credit card or third party.</li> <li>Subscribers wanting the call charged to their phone number will need to make the call from their phone, or have it billed via third party billing.</li> </ul>
Software/Programming
<ul style="list-style-type: none"> <li>Programming may limit capabilities of accessibility.</li> </ul>